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ABSTRACT

This book outlines issues of concern to top decision makers in a nonprofit organization that involves volunteers, including the role of the executive staff in supporting the volunteer program. The 12 chapters in the book discuss the following topics: developing a vision for volunteer participation; questions of policy; budgeting and other resource allocation; staffing the program; employee and volunteer relationships; creating teamwork; the role of the board of directors; executive-level volunteers; evaluation of volunteer impact; and the dollar value of volunteers. A chapter on legal issues and risk management contains sections contributed by an attorney, and the chapter on the dollar value of volunteer services contains sections on updated accounting practices written by a Certified Public Accountant. This revised edition also covers changes in the field such as the impact of mergers of nonprofit organizations, new categories of volunteers such as stipended and "mandated" community service participants, and volunteers in a time of budget cutting. Two appendixes provide the following: (1) a volunteer management task outline; and (2) a discussion of volunteerism resources and a list of 18 references. (KC)

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